

# Business Opportunities with VBA Insurance Center

*Lisa T. Lutsch*

*Chief, Strategic Planning & Budget  
Staff*

*VBA Insurance Center*



U.S. Department  
of Veterans Affairs



## VBA Insurance Center

- Mission: "Provide high-value Insurance services to America's Veterans, Servicemembers, and their beneficiaries"
- 6.3 million insured for \$1.3 trillion coverage – 11<sup>th</sup> Largest in US
- VA supervises Prudential's management of all Servicemembers' Group Life Insurance programs
  - 2,265,500 Servicemembers,
  - 428,000 Veterans
  - 2,874,000 Spouses & Children



## VBA Insurance Center

- VA directly administers six programs
  - Veterans – WWII and Korea: 450,000 (closed to new issues)
  - Disabled Veterans: 235,000 (open to new issues)
- Most centralized, vertically integrated VBA business line approximately 300 direct FTE
- Key Performance Measure: 95% High Client Satisfaction



## Overview

# Insurance Strategic Planning and Budget Staff

- Formulate and Execute the Insurance Budgets
- Develop Long-Range Strategic and Workforce Plans
- Develop Performance Measures
- Monitor Insurance Performance



# Acquisitions and Contractual Authority

- Acquisitions and contractual commitments can only be made by Government officials having expressed authority to enter into such agreements on behalf of the United States Government. The ONLY Government officials with such authority are Warranted Contracting Officials. Any discussions of contractual requirements do not constitute contractual direction or authorization of any kind. Future contractual directions, if ANY, shall ONLY come from the cognizant Department of Veterans Affairs Warranted Contracting Officer.



# How Can You Help Us?

- Contracting Vehicles Utilized
  - VA T4
  - NASA Solutions for Enterprise-Wide Procurement (SEWP)
  - GSA Schedules
  - FedBizOpps.gov
- Contracting Staff
  - VBA Insurance COR: Completes market research, manages requirements, sends documents to VBA Contracting Staff/Officer for award.
  - IT Contracts: VA Technical Acquisitions Center (TAC)
  - Service/Business Contracts: Area Contracting Staff



# VBA Insurance Center

- Primary objectives/challenges: Providing excellent service, while being fiscally savvy.
- NAICS Codes: (Possible needs in coming Fiscal Year)
  - 532420 Mail Equipment Leasing
  - 541512 Imaging Maintenance
  - 541910 Sampling Services (Work Rate Study)



# Current/Past Awards

Name of Contract	Description	Value of Contract	Incumbent	Expiration Start/Finished
Imaging Refresh	Imaging Hardware/Software/workflow integration programming/maintenance	Total Contract Value: \$1,049,352.51	MTS Software	Opt Year 1: 05/29/2016 Base + 4 Opt Years Total
Remote ID Proofing	ID proofs Veterans to allow access to Insurance information online	Total Contract Value: \$311,740.58	Immix/Equifax	Extension: 09/22/2015 Base + 3 Opt Years + Ext.
Technical Support	IT staff support for LAN,SQL Server, System Backups, & program support	Total Contract Value: Not Officially Awarded	Not Officially Awarded	Anticipated Base Year Start: 10/31/2015
Public Records Database	Service/User Access	Total Contract Value: \$89,013.89	West Publishing Co (Thompson Reuters)	Opt Year 2: 10/01/16 Base + 4 Opt Years Total
Legal Records Database	Service/User Access	Total Contract Value: \$20,256.00	Lexis Nexis	Opt Year 2: 10/01/16 Base + 4 Opt Years Total





# Opportunities Forecast 2016-2017

Requirement	Description	Anticipated parameters (e.g., use of particular contracting vehicles)	Anticipated date needed	Range of Value \$
Mail Room Refresh (RO & Insurance)	Mail Cutter/Stuffer, Mail weighing & stamping		Unk.	unk
Imaging maintenance	Maintenance to OnBase Imaging System	Full & Open	05/28/2016	\$80,000- \$100,000
Work Rate Study			unk	\$100,000- \$300,000



Q&A

Questions?